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Quality Control Is Like Oxygen

(You only notice if it's missing)

by Lisa di Meglio

ID considers quality control a crucial part of its service. This means that when we deliver a translation, our client can be sure the project manager has personally assured its quality by implementing a well-defined set of quality control procedures.

Since "quality control" or "quality assurance" seem to be best known in a manufacturing context, many people may not know what is meant by quality control in translations. To ID, quality control represents a comprehensive method of establishing standards and guidelines that starts at the preparatory stages of a project and continues through its last step.

When we deliver a translation, the client can be sure the project manager has personally assured its quality.

What are the essential components of quality control? The following checklist presents some (but certainly

not all) of a project manager's most important quality control concerns.

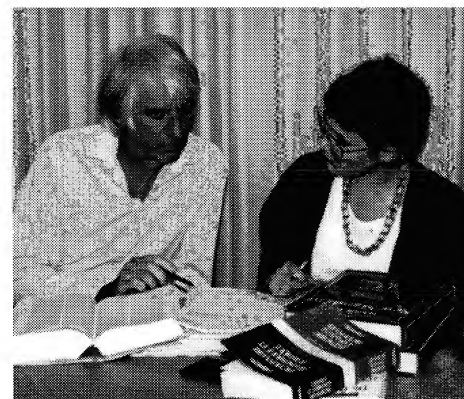
✓ *Is the translation accurate?*

Accuracy is the most important element of any translation. It is crucial that the translated text reflect precisely the technical information presented in the original. Accuracy is achieved by following a rigorous checking procedure.

At ID all translations are edited by technical editors selected for their knowledge of the subject matter. Translators, editors and project managers collaborate to resolve technical and terminological issues and to generate project-specific glossaries which will serve as the basis for all related future work.

✓ *Is the text free of typos and spelling mistakes?*

All translations produced by ID are subject to two spell-checking passes. After the text has been checked with an on-line spell-checking program, it is thoroughly proofread by a native proofreader.



✓ *Is the job complete?*

Completeness, that is insuring that all parts have been accurately produced, is not an easy goal to achieve. It is possible for a text to go through the translation and editing phases and be delivered incomplete, whether it is because the translator and editor assumed a certain item wasn't to be included or the bottom of a page was cut off by the copy machine. A careful check by the proofreader will catch inadvertent gaps in text. This also means a manual will always be delivered with the table of contents, index, cover/spine if applicable, art, etc. unless specifically requested otherwise.

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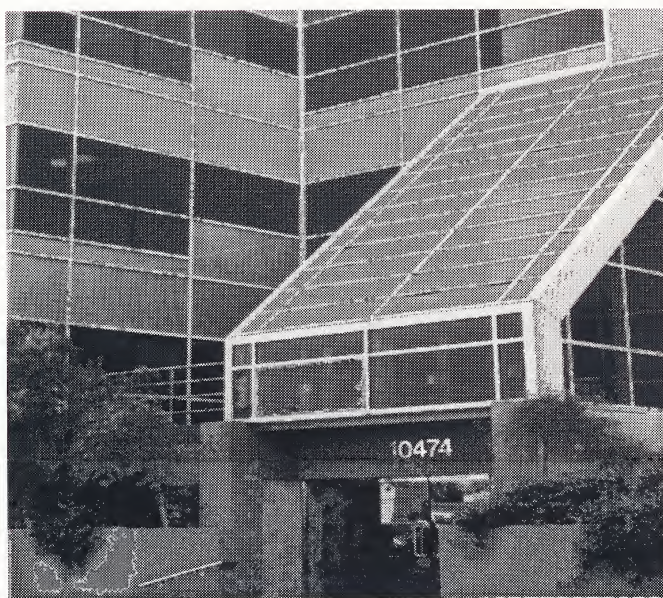
IDEas, the newsletter of International Documentation, is published quarterly by the board of International Documentation. For more information on International Documentation's translation, desktop publishing, typesetting, and graphic art services, write P.O. Box 67528, Century City, CA 90067, or call (213) 556-5666, fax (213) 556-1760. Fall 1990.

International Documentation presents...

Making our move

ID's rapid growth as one of the world's leading multilanguage communication services has meant the addition of new personnel and equipment to meet the increasing requirements of our international customers.

On December 1, 1990, ID will move from its present location to its new headquarters in West Los Angeles.



The new offices will provide ample additional space to accommodate ID's team of in-house language experts, project managers and coordinators, and multilingual electronic publishers.

Please note the new address:
International Documentation
10474 Santa Monica Blvd., Suite 404
Los Angeles, CA 90025

Françoise Risiglione, new Production Manager

Françoise Risiglione is the latest addition to our expert staff of multilingual project managers.



A native of Paris, France, Françoise has worked for many years as a translator and project manager in the translation industry, where she has earned a reputation for excellent management and uncompromising commitment to quality.

Françoise's main responsibility at ID is the management of large multilingual projects. This includes planning the different stages of production, guiding the work of translators, editors and desktop publishers, tracking progress, and serving as customer liaison.

In addition, as head of ID's French department, Françoise is responsible for establishing quality control standards specific to French documentation. Her academic background (M.A. in English Literature from the University of Paris) and her many years of work as translator and project manager qualify her as one of the most experienced professionals in the translation business.

Françoise is married and has one daughter. Her many interests include reading, cooking and yoga.

Françoise Risiglione can be reached at ID at (213) 556-5666, extension 810.

Translations and Connectivity

by Claudio Pinkus

International Documentation recognized early on the connectivity gap between the "typical" translation cycle and the corporate publication system.

Today everyone seems to be looking for "The Publishing Solution," though no one seems to know exactly what this might be. Ideally, the Publishing Solution represents the integration of data from different sources, different computers, and different languages into a unified platform that provides connectivity at all levels of the organization, as well as ease of access

and revision. This, of course, is more easily said than done, as the task of integrating information coming from different sources and in different languages has proved to be a tough challenge.

International Documentation recognized early on the connectivity gap between the "typical" translation cycle and the corporate publication system. ID invested heavily in finding solutions that plug the translation process into as many paths as possible. The result is a network of highly flexible translation and publishing tools that allow the publishing departments of most corporations to get exactly what they are looking for.

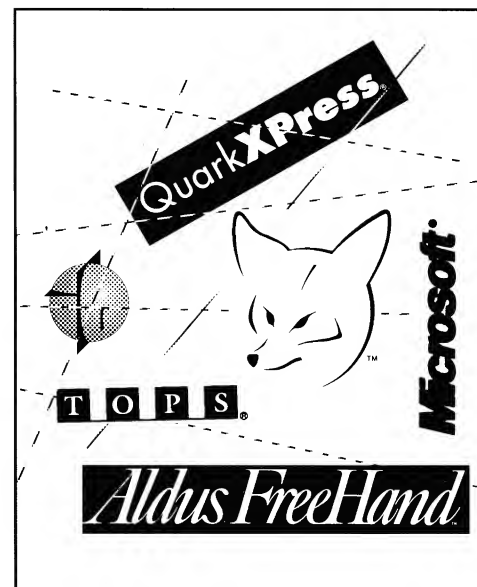
ID offers a standard data base format (DBF) glossary tool that allows easy conversion to any terminology system. ID can provide translations in a variety of word-processed formats, including Word Perfect, MS Word, WordStar, OfficeWriter, EG Word (for Japanese text,) and many more. Text can be furnished in PC, Macintosh, and Sun formats utilizing magnetic media such as disks and tapes, or modem transmissions and links into Electronic Mail.

In the DTP arena, ID offers a variety of systems as well. Our most

sophisticated system is Interleaf TPS running on Sun Sparc stations, closely matched by FrameMaker also running on Sun, both under Sunview and X Window. Interleaf and FrameMaker are also available on our Macintosh systems, as are native applications such as PageMaker (Roman alphabet and Kanji), Quark Xpress, and the soon to be released Ventura Publisher for the Macintosh. Our PC platform includes Ventura Publisher and PageMaker. All of the above systems are interconnected and data can be moved back and forth by means of filters and conversion programs to suit each particular project and customer.

What does all this mean to our customers? It means simply that ID has the tools and expertise to plug into your particular publishing solutions. ID's staff includes programmers with many years of experience in the customization of systems to suit the most varied needs. ID has the resources to stay at the forefront of technology, so our customers can count on our continued commitment to the best answers on time, every time. Above all, ID is committed to finding the solution that meets your needs. Time and time again, we have modified and upgraded our systems to suit the specific requirements of our customers.

As most of you have discovered, that's the kind of service that sets ID apart and keeps us connected to your organization.



A Quality Control checklist...

Continued from page 1

✓ *Have the project managers'/ translators'/editors' questions to the client been addressed and each answer implemented in each language?*

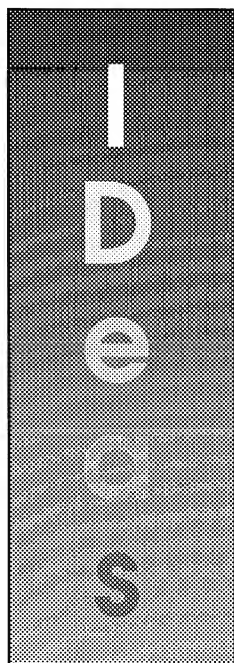
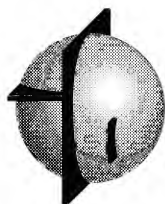
Such questions come both from the manager's pre-production review (determining which items remain in English, whether measurements are to be converted, whether there are country- or language-specific modifications to the text, etc.) and from members of the language teams, as they work. Quality control includes complete, verified implementation of any client instructions arising from such queries.

✓ *Does the table of contents match the titles of chapters/sections and figures/tables as they appear in text proper?*

In most cases, ID generates indexes and tables of contents automatically, thus assuring the correspondence of all reference items. It is, nevertheless, the final proofreader's responsibility to catch any slips which may result from last minute additions and revisions.

This checklist presents only a few of the quality control issues that ID addresses on a daily basis. Since every assignment has its own unique set of requirements and complexities, the list is constantly changing and expanding.

Considering quality control an integral part of what we do every day, and not an "extra", is one of the characteristics that sets ID apart among technical translation services.



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